

Docket # 07-049-60

Dear Ms. Orchard,

Please find enclosed correspondence with Qwest Communications. I also wanted to make note that you will find letters that state our debit card was declined, that was due to the rep. advising us to close that account. Qwest knew about this situation but for six months continued to try to take money from that account we were advised from them to close. The reps said they would make note on our Qwest account regarding this information however, it was never effective.

Also I wanted to make note the amount of conversations I had with Qwest from January 2007-March 2007, to show the amount of time I spent trying to work out the problems with our account. This does not include the many calls made through November 2007.

(Around Jan. 12, when payment was made, we asked to bring our account up to date and the rep. did not take money out for the month of January as instructed. We were also supposed to be set up on autopay per that conversation that would begin debiting our checking account in February, which did not happen. During conversations listed below I was never told that our automatic withdrawal was not effective and we owed money or were delinquent).

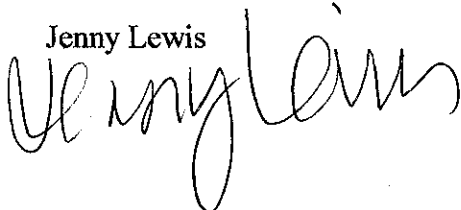
Jan. 27  
Jan. 29  
Feb. 4  
March 20  
March 21  
March 23 @ 3:45pm, 5:08 pm  
March 24 @ 1:59pm  
March 26 @ 12:20pm, 2:53 pm, 5:56 pm, 5:59 pm  
March 27

If you have any further questions please contact Dave or myself at 633-2899. or email:

Thank you for your time and effort regarding this matter.

JMLSLC@yahoo.com

Jenny Lewis



I also included correspondence w/ Rea + Vicki in January. Rea never responded to my emails.

- Please find on following page a confirmation # that Qwest could not explain - as we made no changes to our account in Nov. Also they used my personal email address I never gave them or used when I signed up on-line.
- I spoke w/ BBB rep. in Denver who felt Qwest was not giving full info. I gave this info

to Vickie Hart on Valentines as this rep. from BBB said she would be willing to tell Vickie this and answer any questions. Vicki never called her. This matter was closed w/ BBB because resolution was not made - however the complaint is listed for customers/public to see. It was not closed because of validity but rather because nothing else could be done at the time.

I think the rep's name may have been Sharon Bishop.

I also have ~~can~~ voicemails saved where Roberta Nettles says she cannot find where \$106 ~~was~~ went - it came out of our checking account but was never applied anywhere & funds couldn't be found.

Someone went in & changed the spelling of our last name in July - don't know why. Account had been under "Patten" & then changed to "Patton" - I inquired & ~~for~~ no one knew.



?? Qwest never told us an explanation in regard to this confirmation order - as we did not change our account.

Your Qwest Order is Confirmed - Order # R98315463; Account # 8013022057

From: [Qwest.Orders@qwest.com](mailto:Qwest.Orders@qwest.com)

Sent: Fri 11/09/07 3:57 PM

To: [maxblondie@hotmail.com](mailto:maxblondie@hotmail.com)

What is this regarding? How

did Qwest get my personal email that I never gave them???



## Thank You

You have successfully placed an order with Qwest. This is not a recap of your full order. You should receive another email with more detailed information about your order within 24 hours.

Order confirmation number:	<b>R 98315463</b>
Account number:	<b>801-302-2057</b>
Scheduled start date:	<b>Nov 12, 2007</b>
Appointment time:	<b>Not applicable to your order.</b>
Directory Listing:	<b>PATTEN, DAVID (Non Pub)</b>
Service Address:	<b>No change on your order.</b>
Billing Address:	<b>DAVID PATTEN 11078 S 1300 W South Jordan, UT 84095</b>
We have your contact number(s) for this order as:	<b>801 842-7235</b>
Your new telephone number will be:	<b>Not applicable to your order.</b>
Shipping Address:	<b>Not applicable to your order.</b>

Visit *My Account* for Qwest Online Account Management

- View your bills anytime
- Make secure payments online
- Register for AutoPay

[Qwest.com](http://qwest.com)

[Print - Close Window](#)**Date:** Wed, 30 Jan 2008 16:03:55 -0800 (PST)**From:** "jenny lewis" <jmlslc@yahoo.com>**Subject:** Qwest**To:** reap@utahgov.com

Dear Rea,

We have tried to reach you numerous times. We are completely unaware of what we were supposed to do. Qwest has not sent any information in writing of any agreement. Qwest was supposed to get back to us documentation and reasoning of a confirmation number in which we never called or requested in November. We do not know who we are supposed to contact or any additional information.

If you could please call us at your earliest convenience it would be greatly appreciated.

Thank you,

Jenny and David Patten  
633-2899

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**Date:** Thu, 17 Jan 2008 15:23:43 -0800 (PST)**From:** "jenny lewis" <jmlslc@yahoo.com>**Subject:** Patten/ Qwest Complaint**To:** reap@utahgov.com

Dear Rea,

We have been working with Vickie regarding our complaint. Per the meeting on Friday, Qwest rep Sharon was supposed to get back to me regarding some confirmation numbers. I have not heard back. Vickie stated that we would have until Jan. 31 to make our decision on the issue with Qwest, however, I received an email a moment ago and she said the case is closed. I was wondering if you would be able to assist us?

Qwest did give us credit however as stated per rep during meeting Friday she admitted there were numerous mistakes (and stated our account was a "rat's nest") made on our account and things were not handled appropriately. This rep was also supposed to get a breakdown to us regarding all monthly amounts (some were significantly higher than others), which still has not occurred.

I was also wondering about the formal hearing you had suggested we have when we initially met? I also have a contact with the BBB and the woman stated the case was closed due to Qwest not giving them the appropriate information. The case is closed however it will show on record that this complaint was made and was not satisfied. She felt as if there had been fraud and Qwest was covering information. If you would like to contact her I have her direct line.

Thank you!

Jenny and David Patten

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*emailed Vickie numerous times that we were happy w/ results*

Print - Close Window

Date: Thu, 17 Jan 2008 11:01:55 -0800 (PST)

From: "Jenny Lewis" <jmlslc@yahoo.com>

Subject: Re: Complaint against Qwest

To: "Vickie Hart" <vhart@utah.gov>

I never gave Qwest my personal email. Sharon said she would look into who sent the email in the company and how they got my personal info. The confirmation was for service that I never ordered in November, however no one can tell me what the confirmation of service was in regard to.

There have been numerous mistakes made on our account that Sharon agreed with. Part of the credit was our own money that was taken out of our account. Qwest was supposed to credit two full months (April/May), and after that we had \$450 in credit. I received \$100 for being overcharged the previous 6 months, and \$100 for cell phone useage, the other \$250 was our own money that had been taken out of our account. Again if our balance was 0 in March, April, May, were paid then the \$450 should have covered the following 4 months. We should only owe for Oct and partial Nov. Channing stated that she would agree to that however when I asked her if she could send us a letter stating our balance would be 0 she said she could not do that.

What is the formal hearing that Rea had mentioned we could have? What about the formal complaint?

In your letter you stated we have until January 31 to make decisions regarding this. I hope you will honor what you stated.

Thank you,

Jenny

**Vickie Hart** <vhart@utah.gov> wrote:

Jenny I have gone beyond what I can do. I am only responsible for the local service. I did you a favor by giving you the information on the DSL, Direct TV, etc. I can't do any more on my end. These are issues you will need to take up with Qwest now or go for a civil suit. You can call Sharon Bishop on any other things you are not settled on. I have attached a copy of your formal complaint. There is no need to wait until January 31st as far as we are concerned, we are closing the case.

Jenny, on the spreadsheet I sent you there should be 4 or 5 tabs at the bottom that breakdown each and every entity and their amounts and why the amounts differ each month. If they didn't come through I am sending it again.

These other issues that you have are not relevant. The fact is, you owe for services and no payments have been made. Why is it relevant that you find out how Qwest got your personal email account? I'm not sure what you mean by a confirmation of service was in regards to? As I understand it, you gave them your personal email account. I don't want to argue with you, I really do want you to feel OK about what happened to you. You have been compensated.

The formal complaint only regulates the local service, nothing else. Direct TV, Internet, everything else is a civil matter. What does it matter that your checking account was closed? Qwest is willing to give you back the charges that it cost you. I don't know about you but when someone starts a new job, there is a lot to learn and mistakes get made and people don't like to look like they don't know what they are doing so they "fake it". There was no fraud, just someone who made a mistakes and Qwest has bent over backwards to mix the problem by giving you credits.

As far as the advertisement for \$90, you know that there is always the small print that doesn't tell you the whole picture. Please calm down and take a look at the spreadsheet and it will make perfect sense as to why the amounts were the way they were.

Please let me know what I can do. I really do want to help you with this but I can only do so much.



Print - Close Window

**Date:** Thu, 17 Jan 2008 10:06:14 -0800 (PST)

**From:** "jenny lewis" <jmlslc@yahoo.com>

**Subject:** Re: Complaint against Qwest

**To:** "Vickie Hart" <vhart@utah.gov>

I looked over your spreadsheet dealing with Direct TV only, why are the amounts for phone and internet not listed? Those are the entities that change prices every month. Did we get a reason why some months differ by \$20-50? The rep was also supposed to get the breakdown for that as well. We were supposed to be set up on the option for certain amount of free 411 calls, so that could not be the reasoning.

What was the formal hearing that Rea referred to? She recommended that is the route we should take. I have emails that state that the reps told us to close our checking account, again if this was only a billing issue this never would have been recommended. Also the rep could not set us up on autopay for 30-60 days after the account was opened, he took our card info and lied and stated it was for automatic withdrawal when in fact it was not.

As for the \$110 a month I have saved advertisements that I can send to you that shows their bundle deal being equal with tax to this amount. When we signed up it was on a promotion as such. Also their adds on tv indicate that you can have all 3 for \$90 a month, with the tax added it would be around \$110.

**Vickie Hart <vhart@utah.gov> wrote:**

Please see the attachments.

If you will look at the Activities spreadsheet, you will see that \$1,000 was not used up in two months.

If you will also look at the breakdown of each entity, you will see why some months are higher than other months.

There was no proof that the representative from Qwest told you that your total for each month would have been \$110 (including tax). Its your word against theirs.

Jenny, please send me a letter or an email stating that you are "dismissing" your formal complaint to me ASAP.

The Division of Public Utilities is closing this case and either you can dismiss it (which is the best thing to do) or we will notify the Commission that it has been closed for the reasons I stated on the attachments.

Qwest is still willing to pull back the collections and offer you payment arrangements but you will need to let me or them know what you want to do ASAP.

>>> jenny lewis 1/15/2008 3:46 PM >>>

What would the procedure be for a formal hearing? Who from Qwest would attend?

The mediation was helpful. It did prove that Qwest really made a mess of our account. We would be appreciative of the credit if it applied as it was supposed to. There is no way that \$1,000 should have been used in the matter of two months. That really is what we are upset about. We should not have been expected to pay higher amounts because their rep made a mistake. We were supposed to be paying roughly \$110 (including tax) and it has never been such. I do not understand why some months it differs but \$20-50.

The rep said she would get back to me regarding some more questions. I have not heard back from her. Would you be able to contact her? I gave her an email from my personal email and I wanted to know what the confirmation number was for?



Print - Close Window

**Date:** Thu, 17 Jan 2008 09:59:01 -0800 (PST)  
**From:** "jenny lewis" <jmlslc@yahoo.com>  
**Subject:** Re: Complaint against Qwest  
**To:** "Vickie Hart" <vhart@utah.gov>

Also the rep from Qwest was supposed to have gotten back to me on Monday regarding the usage of my personal email account, also to let me know what the confirmation of service that was listed on the email was in regards to.

**Vickie Hart** <vhart@utah.gov> wrote:

Please see the attachments.

If you will look at the Activities spreadsheet, you will see that \$1,000 was not used up in two months.

If you will also look at the breakdown of each entity, you will see why some months are higher than other months.

There was no proof that the representative from Qwest told you that your total for each month would have been \$110 (including tax). Its your word against theirs.

Jenny, please send me a letter or an email stating that you are "dismissing" your formal complaint to me ASAP.

The Division of Public Utilities is closing this case and either you can dismiss it (which is the best thing to do) or we will notify the Commission that it has been closed for the reasons I stated on the attachments.

Qwest is still wiling to pull back the collections and offer you payment arrangements but you will need to let me or them know what you want to do ASAP.

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The rep said she would get back to me regarding some more questions. I have not heard back from her. Would you be able to contact her? I gave her an email from my personal email and I wanted to know what the confirmation number was for?

Thank you,

Jenny and Dave

Vickie Hart wrote:

1. Attached are the itemized details of the "Local Service Charges" as of June 2007.

2. Mary Gavrilla needs to have you call your bank to give her permission to talk to them about 2 refunds in question. Mary will need a name and a number of the person she needs to talk to. Please email me with the information.





\* Never answered about formal request.

Print - Close Window

**Date:** Tue, 15 Jan 2008 14:46:39 -0800 (PST)

**From:** "jenny lewis" <jmlslc@yahoo.com>

**Subject:** Re: Complaint against Qwest

**To:** "Vickie Hart" <vhart@utah.gov>

What would the procedure be for a formal hearing? Who from Qwest would attend?

The mediation was helpful. It did prove that Qwest really made a mess of our account. We would be appreciative of the credit if it applied as it was supposed to. There is no way that \$1,000 should have been used in the matter of two months. That really is what we are upset about. We should not have been expected to pay higher amounts because their rep made a mistake. We were supposed to be paying roughly \$110 (including tax) and it has never been such. I do not understand why some months it differs but \$20-50.

The rep said she would get back to me regarding some more questions. I have not heard back from her. Would you be able to contact her? I gave her an email from my personal email and I wanted to know what the confirmation number was for?

Thank you,

Jenny and Dave

**Vickie Hart** <vhart@utah.gov> wrote:

1. Attached are the itemized details of the "Local Service Charges" as of June 2007.
2. Mary Gavrilla needs to have you call your bank to give her permission to talk to them about 2 refunds in question. Mary will need a name and a number of the person she needs to talk to. Please email me with the information.
3. I have put your formal complaint on hold, please let me know what you want to do, whether you want to cancel it or go forward with it. Please keep in mind that the only thing the formal complaint will involve are the "Local Service Charges". The other items such as DSL, Long Distance, Direct TV, etc. would be a civil matter.

I hope that our mediation on Friday, January 11, 2007, did help in clearing up some of your concerns. Qwest is willing to waive the local service charges if you decide to go with another carrier. However if you decide to go back to Qwest, then those charges would need to be paid before you could get service with Qwest again.

Qwest is also willing to pull back the collection agency and give you a 24 month payment plan to pay the additional charges (DSL, Direct TV, long distance, etc.).

You need to let me know by January 31, 2007, what you are planning to do. If I don't hear back from you by then I will just cancel the formal complaint and close this complaint.

Looking for last minute shopping deals? [Find them fast with Yahoo! Search.](#)



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**Date:** Mon, 10 Dec 2007 09:58:36 -0800 (PST)

**From:** "jenny lewis" <jmlslc@yahoo.com>

**Subject:** Re: Fwd: RE: UT - David Patten

**To:** "vhart@utah.gov" <vhart@utah.gov>

Hi Vickie: if you need any additional info before the call please call me at 633 2899. Also I have a voice message saved from Scott Belka's assistant where she admits she can't find where 106 posted because it did not show on our new or old account yet the system shows it was taken out of checking account which she states on the message. Also this rep. states in the long 22 pg email towards the end that a Qwest rep advised us to close our checking account. Why would we be advised of this if nothing fraudulent occurred? If this was a mere billing error we wouldnt have been advised of such. Thanks again for your assistance!  
Jenny.

Vickie Hart wrote:

> Jenny, I have a conference call today with Qwest regarding your complaint. I will let you know what the out come is.

>>>> jenny lewis <jmlslc@yahoo.com> 12/4/2007 11:47 AM >>>

> Vickie,

>

> What do we do now? I find it very odd that I got an email from Qwest through my personal account that change had been made to the account a couple weeks ago. Very odd especially when they stated they could not send emails without us going on their site and resetting up our profile. I wonder how they got my personal info?

>

> Also I contacted DirectTV. They stated that due to being on a bundle deal they could not help me--it was all through Qwest. I found that odd because we got a bill from them directly in Feb or March. Then we also had to pay Qwest the fee for Qwest supposedly paying the bill (yet we also had to pay Direct TV). This would make no sense due to what this rep from Direct TV told me. I think we may have been double billed through Qwest and Direct.

>

> I contacted the local police dep't. here in South Jordan. The detective spoke with Scott Belka that stated nothing criminal has occurred (however he would not admit if Jeremy Stoddard was still working with the company or not). He also told her that the reason for the high billing was because our number had been changed, our number has never been changed. We have had the continued number always, even when the old account was closed. Again this makes no sense.

>

> If you want to speak to the detective for any reason her name is Detective Chase with the South Jordan P.D. 254-3742. Again she feels nothing was criminal because that is what Scott Belka stated, she did not do any more investigating. She did not confirm whether Jeremy Stoddard is with the company or not, nor did Scott state otherwise.

>

> Hope this info helps. Also did you receive the form in the mail for the complaint?

>

> Thanks Vickie and hope to be in touch shortly.

>

> Jenny Lewis

> Vickie Hart <vhart@utah.gov> wrote:

> Jenny - sorry it has taken so long to resolve this. I was out of

Executive Complaint  
1801 California, Suite 5200  
Denver, CO 80202

RE: Account 8013022057

I have spoken with many representatives about our account and the unsatisfactory situations Qwest has placed us in.

In January, Qwest was contacted to set our account on auto pay. When the customer service rep. failed to do so we were contacted by mail in March stating our account was late and we were being sent to a collection agency. I contacted Qwest once the end of January, and also in Feb. and spoke with customer service reps about our account and never told that our account was delinquent.

In March after we paid our account to current, I contacted Qwest yet again because our service was not established as promised. I spoke with Jeremy Stoddard. He stated it would be connected by Friday (the day we spoke was Wed. March 21, 2007 at approx. 8am). I requested that our account be set up on auto pay yet again. Jeremy took my bank account card information and asked for the three digits on the back of the card. When service was not established by Friday as promised I called back yet again. I spoke with Billy from Billing in Seattle Oregon office and when I told him about the rep he strongly and urgently advised we were to close any and all accounts linked to this card that the rep had been dishonest in asking for that information due to auto pay not being available for another 30-60 days. The bank account was closed after approx. \$500 was taken out by Jeremy Stoddard and put in an account not even relatively linked to our old or new account.

I had been in contact with a supervisor by the name of Kim Israelson. When she did not follow through with promises and did not return phone calls I called the company yet again. I spoke with a rep named Ben from the Logan Utah office after service was not on. He looked into my account and reimbursed us \$100 that we had been overcharged from our start date of service (July '06-March '07). He also looked further and found Jeremy Stoddard had put the money that was taken out of our checking account into another account not even linked with ours. He immediately took our information and contacted his manager.

We were supposed to have been credited for two free months plus the money that was taken out was supposed to be credited back. Our credit was completed after two months of service, \$454 was taken in two month's worth of service. We had been quoted by many individuals that our monthly amount was supposed to be \$110 (which included all taxes). Our credit got eaten up so quickly and unfairly. We were given checks for \$100 due to using my cell phone, and to compensate for the phone service not being hooked up as promptly as promised by Jeremy Stoddard and Kim Israelson. I was also sent a check for \$100 for being overcharged from July-March 2006. The remaining check given equaled \$160 which still should have left us with \$454 in credit.

We have been the victim of fraud and there has been no justice served for us. We have been routed to different individuals to no avail. We have been promised calls back in a timely manner and it has not happened. Qwest has proven to be untrustworthy and dishonest. I feel this company does not truly care about the satisfaction of their customers and their slogan "Spirit of Service," offers nothing consoling other than proof of false advertising.

I hope this situation can be resolved in a timely manner as it has cost us many hours of personal time and energy.

response[1]

October 16, 2007

DAVID PATTEN  
11078 SOUTH 1300 WEST  
SOUTH JORDAN, UT 84095

Re: ETC Ref No 11855231

Dear DAVID PATTEN:

Thank you for recent correspondence. The Federal Trade Commission acts in the public interest to stop business practices that violate the laws it enforces. Letters from consumers and businesses are very important to the work of the Commission. They are often the first indication of a problem in the marketplace and may provide the initial evidence to begin an investigation. The Commission does not resolve individual complaints. The Commission can, however, act when it sees a pattern of possible violations developing.

The information you have provided will be recorded in our complaint retention system. This computerized system enables us to identify questionable business practices that are generating numerous complaints and may be in violation of the law.

Thank you for providing information that may be used to develop or support Commission enforcement initiatives.

Sincerely yours,

Consumer Response Center

Thank you for filing your complaint

Page 1 of 1

Thank you for using the Better Business Bureau's Online Complaint System.  
Your complaint has been assigned case # 46013950.  
Correspondence regarding this complaint will be emailed to : JMLSLC@YAHOO.COM  
Please print a copy of this for your records.

Filed on : October 11 2007

Filed by :

DAVID PATTEN  
11078 SOUTH 1300 WEST  
South Jordan UT 84095

Filed against :

Qwest  
P O Box 428/Room 117  
Cheyenne WY 82003

**Complaint Description:**

(Product Name: QWEST SERVICES) I INITIALLY SPOKE WITH JEREMY STODDARD IN MARCH 2007. I ASKED TO BE PUT ON DIRECTPAY FOR OUR QWEST ACCOUNT. HE SAID WE WERE SET UP. HOWEVER, HE ASKED FOR THE CARD INFORMATION AS WELL AS THE DIGITS ON THE BACK OF THE CARD. HE TOOK CLOSE TO \$500 FROM OUR CHECKING ACCOUNT THAT WAS NOT VERIFIED. WHEN I CALLED QWEST REGARDING WHY SERVICE WAS NOT ON THE DIGITS ON THE CARD AND THERE WAS NO WAY OUR ACCOUNT COULD HAVE DIRECT PAY UNTIL AFTER ONE MONTH OF SERVICE. WHEN I ASKED FOR THE NEXT DAY SAID THIS INDIVIDUAL PUT THE MONEY IN AN ACCOUNT NOT EVEN LINKED TO OURS. HE SAID THIS WAS VERY SERIOUS AND SENT US TO HIS SUPERVISOR. SHE PROMISED US TWO MONTHS OF SERVICE. MONEY FOR A CELL BILL DUE TO USING EXTENSIVELY WHILE DEALING WITH THIS COMPANY. AND \$100 THAT WE WERE OVERCHARGED FROM JULY 2006-MARCH 2006. WE WERE ALSO SUPPOSED TO HAVE \$700 IN CREDIT. WE WAS USED AFTER THREE MONTHS OF SERVICE (WE WERE QUOTED AS BEING CHARGED \$110 A MONTH INCLUDING TAXES FOR OUR SERVICE). THAT AMOUNT (WITH TWO MONTHS FREE) SHOULD HAVE COVERED FEES THROUGH SEPTEMBER. WE HAVE SPOKEN WITH NUMEROUS REPS BUT NOTHING HAS BEEN DONE. WE WERE RECENTLY IN CONTACT WITH AN EXECUTIVE REP. (SCOTT BELKA) HOWEVER HE WILL NOT RETURN OUR PHONE CALLS. IN. THEY DO NOT FOLLOW THEIR POLICY AND MAKE FALSE PROMISES. WE WERE SUPPOSED TO HAVE BEEN PUT ON DIRECTPAY IN JANUARY. HOWEVER THE REP NEVER PUT US ON WHICH RESULTED IN LATE PAYMENTS.

**Your Desired Resolution:**

WE WANT WHAT WE WERE PROMISED, WITHOUT CHARGES BEING ADDED THAT ARE NOT SUPPOSED TO. WE WERE VICTIMIZED FROM A REPRESENTATIVE FROM THIS COMPANY. WE WANT OUR BILL PAID IN FULL UP TO DATE SO WE CAN CLOSE OUR ACCOUNT FOR FAILURE TO ACHIEVE SATISFACTORY RESULTS FROM QWEST.

This case will be reviewed by a complaint specialist at the Better Business Bureau, and then forwarded to the business for their response. It is our policy to allow the business 30 working days to respond to your complaint. You will be notified when the business has responded.

What would you like to do next?

**View the status of your complaint**

**Return to the BBB Homepage BBB Privacy Policy**



JOHN W. SUTHERS  
Attorney General

CYNTHIA H. COFFMAN  
Chief Deputy Attorney General

DANIEL D. DOMENICO  
Solicitor General

STATE OF COLORADO  
DEPARTMENT OF LAW

OFFICE OF THE ATTORNEY GENERAL

STATE SERVICES BUILDING  
1525 Sherman Street - 7th Floor  
Denver, Colorado 80203  
Phone (303) 866-4500  
FAX (303) 866-5691

October 25, 2007

Public Utilities Commission  
1580 Logan, OL2  
Denver, CO 80203

Re: Patten vs Qwest

Enclosed consumer complaint was filed in our office and while the matter remains in our active files and under consideration, we believe the complaint contains information or allegations which may be of particular interest to your agency as well.

We will appreciate your review of the material to determine whether your office can offer any assistance to the complainant.

If you have any questions, please let us know.

Sincerely,

FOR THE ATTORNEY GENERAL

NANCY N. BULLIS  
Consumer Protection Intake Manager  
Consumer Protection Section  
303-222-4444  
800-222-4444

**COPY**



JOHN W. SUTHERS  
Attorney General

CYNTHIA H. COFFMAN  
Chief Deputy Attorney General

DANIEL D. DOMENICO  
Solicitor General

STATE OF COLORADO  
DEPARTMENT OF LAW

OFFICE OF THE ATTORNEY GENERAL

STATE SERVICES BUILDING  
1525 Sherman Street - 7th Floor  
Denver, Colorado 80203  
Phone (303) 866-4500  
FAX (303) 866-5691

October 25, 2007

David Patten  
11078 S 1300 W  
South Jordan, UT 84095

re: Qwest

Dear David Patten:

Enclosed please find a copy of a letter sent to the Colorado, Public Utilities Commission. I have forwarded your complaint to them for further intervention.

The information obtained from your complaint will be kept by the Attorney General's Office as part of our ongoing efforts to identify those businesses that may engage in a pattern of deceptive practices in Colorado.

Given the limited resources made available to this office, we cannot litigate every complaint received. However, in cases where numerous complaints have been received regarding a particular business indicating a pattern of consumer fraud by that entity, this office does target the investigative and prosecution efforts provided to it in pursuing legal action against that business on behalf of consumers. Individual complaints such as yours play an important role in assisting this office in determining which operators and for what kinds of consumer fraud we need to focus those resources.

Thank you for contacting the Office of the Attorney General.

Sincerely,

FOR THE ATTORNEY GENERAL

*Nancy Bullis*

NANCY N. BULLIS

Consumer Protection Intake Manager

Consumer Protection Section

303-222-4444

800-222-4444

## Qwest Contacts

Jeremy Stoddard: (Idaho Falls) Rep. that took money, verified the monthly amount would be \$110 (including tax). He also said we were set up on auto pay

Approval Code Auto pay: 673-730  
Order Number: N80008146

Baily: Tech 0438267, connected me with Kim. Found the money was put in another account, not linked to ours.

Billy: W.C.C. Billing Department in Seattle that told me I needed to close all accounts linked to debit card.

Kim Israelson: Supervisor  
Email: [Kim.Israelson@qwest.com](mailto:Kim.Israelson@qwest.com)  
Direct Phone: 801-220-0849

Ben Davis: Logan Utah office, investigated account and discovered Qwest had overcharged us \$100 in six months.  
Email: [Benjamin.Davis@qwest.com](mailto:Benjamin.Davis@qwest.com)

Doug Beers: Complex Billing connected me with corporate office.  
Email: [William.Beer@qwest.com](mailto:William.Beer@qwest.com)  
Direct Phone: 712-204-1668

Roberta Needles: Call Center Escalation  
Email: [Roberta.Needles@qwest.com](mailto:Roberta.Needles@qwest.com)  
Direct Phone: 303-992-0667

Channing Williams: Call Center Escalation Supervisor  
Email: [Channing.Williams@qwest.com](mailto:Channing.Williams@qwest.com)  
Direct Phone: 303-965-3495

Scott Belka: Executive within Escalation  
Email: [Scott.Belka@qwest.com](mailto:Scott.Belka@qwest.com)  
Direct Phone: 303-896-0403



## Time Line:

Told our bill would be determined the 5<sup>th</sup> of the month.

Quoted amount would be \$110 (including taxes)

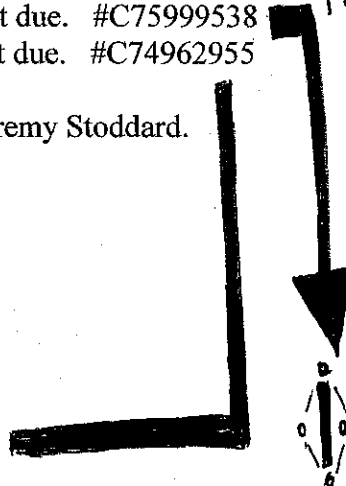
In Jan. told we were on auto-pay, however, Qwest cannot find on our account which rep assisted us, yet it does show we called. Auto pay never established.

Called Jan. 29 never told we had outstanding amount due. #C75999538

Called Feb. 5 never told we had outstanding amount due. #C74962955

Told we were on auto pay yet again in March per Jeremy Stoddard.

Promotion for long distance  
\$10 per month



\$10

~~110~~  
~~110~~

# Minutes Used on Calls made to Qwest Jan-March 2007

Qwest was not bundling Direct TV.

Total Min: 222 min  
+ Direct TV: 24 min

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Detail for Jenny Lewis: 801-633-2899

Voice, continued

246 min. used

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/29	1:06P	801-633-2311	Peak	IN Allow	South Jord UT	Incoming CL	19	---	---	---
1/29	1:38P	800-423-4343	Peak	PlanAllow	South Jord UT	Toll-Free CL	5	---	---	---
1/29	1:43P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
1/29	1:44P	800-423-8994	Peak	PlanAllow	South Jord UT	Toll-Free CL	39	---	---	---
1/29	2:23P	800-537-4388	Peak	PlanAllow	South Jord UT	Toll-Free CL	24	---	---	---
1/29	2:47P	801-808-5846	Peak	PlanAllow	South Jord UT	Salt Lake UT	2	---	---	---
1/29	2:58P	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	1	---	---	---
1/29	3:01P	801-808-5846	Peak	PlanAllow	Sandy UT	Incoming CL	2	---	---	---
1/29	4:09P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	3	---	---	---
1/29	4:15P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
1/29	4:16P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
1/29	4:18P	801-768-7401	Peak	PlanAllow	Sandy UT	Lehi UT	3	---	---	---
1/29	4:22P	801-318-8496	Peak	PlanAllow	Sandy UT	Provo UT	2	---	---	---
1/29	4:25P	801-298-7975	Peak	PlanAllow	Sandy UT	Bountiful UT	2	---	---	---
1/29	4:27P	801-201-8155	Peak	PlanAllow	Sandy UT	Salt Lake UT	3	---	---	---
1/29	4:29P	000-000-0086	Peak	PlanAllow, CalVM	Sandy UT	Voice Mail CL	3	---	---	---
1/29	4:33P	801-746-0292	Peak	PlanAllow	Sandy UT	Salt Lake UT	2	---	---	---
1/29	4:42P	801-297-2494	Peak	PlanAllow	Sandy UT	Salt Lake UT	3	---	---	---
1/29	4:44P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
1/29	4:46P	702-321-8438	Peak	PlanAllow	Sandy UT	Las Vegas NV	2	---	---	---
1/29	4:48P	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
1/29	4:54P	801-552-7841	Peak	PlanAllow	Salt Lake UT	Salt Lake UT	3	---	---	---
1/29	4:57P	801-633-2304	Peak	IN Allow	Salt Lake UT	Salt Lake UT	1	---	---	---
1/29	4:57P	801-633-2304	Peak	IN Allow	Salt Lake UT	Salt Lake UT	1	---	---	---
1/29	5:01P	801-865-6535	Peak	PlanAllow	Salt Lake UT	Salt Lake UT	2	---	---	---
1/29	5:03P	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
1/29	5:03P	801-352-7140	Peak	PlanAllow	Salt Lake UT	Midvale UT	1	---	---	---
1/29	5:05P	801-633-2304	Peak	IN Allow	South Salt UT	Incoming CL	13	---	---	---
1/29	5:17P	801-865-6535	Peak	PlanAllow, CalVM	Salt Lake UT	Incoming CL	1	---	---	---
1/29	5:19P	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
1/29	6:43P	000-000-0086	Peak	PlanAllow, CalVM	Salt Lake UT	Voice Mail CL	2	---	---	---
1/29	6:45P	801-842-7235	Peak	IN Allow	South Salt UT	Salt Lake UT	1	---	---	---
1/29	6:46P	801-553-5551	Peak	PlanAllow	South Salt UT	Draper UT	1	---	---	---
1/29	6:56P	801-968-4901	Peak	PlanAllow	Sandy UT	Kearns UT	3	---	---	---
1/29	9:27P	801-352-7140	Off-Peak	PromoAllow	Sandy UT	Incoming CL	5	---	---	---
1/30	9:16A	801-633-2304	Peak	IN Allow	South Jord UT	Salt Lake UT	2	---	---	---
1/30	9:18A	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
1/30	10:32A	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	4	---	---	---
1/30	10:36A	000-000-0086	Peak	PlanAllow, CalVM	Salt Lake UT	Voice Mail CL	2	---	---	---
1/30	10:38A	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
1/30	10:38A	411-000-0000	Peak	PlanAllow	Salt Lake UT	411connect CL	1	---	1.49	1.49
1/30	10:39A	801-968-3501	Peak	PlanAllow	Salt Lake UT	Kearns UT	1	---	---	---
1/30	10:41A	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
1/30	10:41A	801-297-2494	Peak	PlanAllow	Salt Lake UT	Salt Lake UT	3	---	---	---
1/30	11:21A	801-553-5551	Peak	PlanAllow	Salt Lake UT	Incoming CL	9	---	---	---

→ Direct T.V. problems due to Qwest

Invoice Number    Account Number    Date Due    Page  
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Detail for Jenny Lewis: 801-633-2899

Voice

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
3/23	9:05A	801-619-7804	Peak	PlanAllow	South Jord UT	Midvale UT	2	---	---	---
3/23	9:09A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	4	---	---	---
3/23	9:13A	801-254-4840	Peak	PlanAllow,CallWait	South Jord UT	Incoming CL	6	---	---	---
3/23	9:22A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	2	---	---	---
3/23	9:31A	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	5	---	---	---
3/23	10:40A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	4	---	---	---
3/23	12:33P	801-633-2304	Peak	IN Allow	Sandy UT	Salt Lake UT	5	---	---	---
3/23	12:54P	801-553-5551	Peak	PlanAllow	Draper UT	Draper UT	2	---	---	---
3/23	1:04P	801-631-6367	Peak	IN Allow	Draper UT	Incoming CL	8	---	---	---
3/23	1:12P	801-553-5551	Peak	PlanAllow	Bluffdale UT	Draper UT	1	---	---	---
3/23	1:12P	000-000-0086	Peak	PlanAllow,CallVM	Draper UT	Voice Mail CL	1	---	---	---
3/23	1:13P	801-553-5551	Peak	PlanAllow	Draper UT	Draper UT	2	---	---	---
3/23	1:17P	801-254-4840	Peak	PlanAllow	Draper UT	Riverton UT	1	---	---	---
3/23	1:23P	801-553-5551	Peak	PlanAllow	Draper UT	Incoming CL	8	---	---	---
3/23	2:07P	000-000-0086	Peak	PlanAllow,CallVM	Salt Lake UT	Voice Mail CL	1	---	---	---
3/23	3:45P	800-428-8894	Peak	PlanAllow	South Jord UT	Toll-Free CL	42	---	---	---
3/23	4:27P	801-428-1046	Peak	PlanAllow	South Jord UT	Salt Lake UT	21	---	---	---
3/23	4:53P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/23	4:55P	801-568-1161	Peak	PlanAllow	South Jord UT	Midvale UT	4	---	---	---
3/23	5:02P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/23	5:06P	801-428-1046	Peak	PlanAllow	South Jord UT	Salt Lake UT	1	---	---	---
3/23	5:08P	801-220-0849	Peak	PlanAllow	South Jord UT	Salt Lake UT	3	---	---	---
3/23	5:25P	661-310-1254	Peak	PlanAllow	South Jord UT	Sica Niles CA	72	---	---	---
3/23	6:37P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/23	7:25P	801-319-9657	Peak	PlanAllow	Sandy UT	Provo UT	1	---	---	---
3/23	7:49P	801-319-9657	Peak	PlanAllow	South Jord UT	Incoming CL	1	---	---	---
3/23	7:51P	801-319-9657	Peak	PlanAllow	South Jord UT	Incoming CL	1	---	---	---
3/23	7:56P	714-655-7939	Peak	PlanAllow	Sandy UT	Huntinbch CA	2	---	---	---
3/23	8:02P	702-321-8438	Peak	PlanAllow	Sandy UT	Las Vegas NV	2	---	---	---
3/23	9:59P	801-404-6294	Off-Peak	PromoAllow	Sandy UT	Provo UT	1	---	---	---
3/24	10:33A	000-000-0086	Weekend	PromoAllow,CallVM	South Jord UT	Voice Mail CL	1	---	---	---
3/24	10:34A	801-553-5950	Weekend	PromoAllow	South Jord UT	Draper UT	1	---	---	---
3/24	10:34A	801-553-5551	Weekend	PromoAllow	South Jord UT	Draper UT	1	---	---	---
3/24	11:00A	000-000-0086	Weekend	PromoAllow,CallVM	South Jord UT	Voice Mail CL	1	---	---	---
3/24	11:12A	801-560-6353	Weekend	PromoAllow	Sandy UT	Salt Lake UT	4	---	---	---
3/24	11:16A	801-553-5950	Weekend	PromoAllow	South Jord UT	Draper UT	2	---	---	---
3/24	11:17A	801-553-5950	Weekend	PromoAllow	Sandy UT	Draper UT	8	---	---	---
3/24	1:13P	714-330-9814	Weekend	PromoAllow	South Jord UT	Huntinbch CA	2	---	---	---
3/24	1:59P	801-220-0849	Weekend	PromoAllow	South Jord UT	Salt Lake UT	2	---	---	---
3/24	2:18P	801-553-5551	Weekend	PromoAllow	South Jord UT	Incoming CL	2	---	---	---
3/24	2:29P	714-330-9814	Weekend	PromoAllow	South Jord UT	Huntinbch CA	1	---	---	---
3/24	2:32P	714-330-9814	Weekend	PromoAllow	South Jord UT	Huntinbch CA	4	---	---	---
3/24	2:35P	702-321-8438	Weekend	PromoAllow	South Jord UT	Las Vegas NV	1	---	---	---
3/24	3:16P	801-553-5551	Weekend	PromoAllow	South Jord UT	Draper UT	1	---	---	---
3/24	5:26P	801-553-5551	Weekend	PromoAllow	Sandy UT	Draper UT	1	---	---	---

Kim Israelson  
direct #  
(manager)

Kim Israelson

Detail for Jenny Lewis: 801-633-2899

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
3/24	5:29P	801-647-5493	Weekend	PromoAllow	Sandy UT	Salt Lake UT	2	---	---	---
3/24	5:32P	801-553-5551	Weekend	PromoAllow	South Jord UT	Incoming CL	1	---	---	---
3/24	6:34P	801-319-9657	Weekend	PromoAllow	South Jord UT	Provo UT	2	---	---	---
3/24	6:39P	801-319-9657	Weekend	PromoAllow	Sandy UT	Incoming CL	3	---	---	---
3/24	11:12P	000-000-0086	Weekend	PromoAllow,CallVM	South Jord UT	Voice Mail CL	1	---	---	---
3/25	11:01A	801-319-9657	Weekend	PromoAllow	South Jord UT	Provo UT	1	---	---	---
3/25	2:39P	714-655-7939	Weekend	PromoAllow	Alta UT	Huntlinbach CA	9	---	---	---
3/25	3:15P	702-321-8438	Weekend	PromoAllow	Alta UT	Incoming CL	7	---	---	---
3/25	9:18P	000-000-0086	Weekend	PromoAllow,CallVM	Salt Lake UT	Voice Mail CL	1	---	---	---
3/25	9:20P	714-655-7939	Weekend	PromoAllow	Salt Lake UT	Huntlinbach CA	1	---	---	---
3/25	9:20P	714-655-7939	Weekend	PromoAllow	Salt Lake UT	Huntlinbach CA	1	---	---	---
3/25	9:25P	714-655-7939	Weekend	PromoAllow	Midvale UT	Huntlinbach CA	2	---	---	---
3/25	9:26P	702-321-8438	Weekend	PromoAllow	Midvale UT	Las Vegas NV	2	---	---	---
3/25	9:30P	714-655-7939	Weekend	PromoAllow	Sandy UT	Incoming CL	8	---	---	---
3/25	9:38P	702-321-8438	Weekend	PromoAllow	Riverton UT	Las Vegas NV	2	---	---	---
3/25	9:49P	702-321-8438	Weekend	PromoAllow	Sandy UT	Las Vegas NV	1	---	---	---
3/25	9:50P	702-321-8438	Weekend	PromoAllow	South Jord UT	Las Vegas NV	5	---	---	---
3/25	10:15P	702-321-8438	Weekend	PromoAllow	South Jord UT	Las Vegas NV	1	---	---	---
3/25	10:17P	702-321-8438	Weekend	PromoAllow	South Jord UT	Incoming CL	24	---	---	---
3/25	10:48P	702-321-8438	Weekend	PromoAllow	South Jord UT	Incoming CL	40	---	---	---
3/25	11:33P	702-321-8438	Weekend	PromoAllow	Sandy UT	Incoming CL	20	---	---	---
3/26	11:30A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	11:50A	801-553-5551	Peak	PlanAllow	Sandy UT	Incoming CL	6	---	---	---
3/26	12:18P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	12:20P	801-220-0849	Peak	PlanAllow	South Jord UT	Salt Lake UT	8	---	---	---
3/26	12:50P	801-642-3363	Peak	PlanAllow	South Jord UT	Americanfork UT	8	---	---	---
3/26	12:52P	801-897-5723	Peak	PlanAllow,CallWat	South Jord UT	Incoming CL	1	---	---	---
3/26	12:58P	800-893-8871	Peak	PlanAllow	South Jord UT	Toll-Free CL	3	---	---	---
3/26	1:01P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	1:02P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	2	---	---	---
3/26	1:04P	866-584-4442	Peak	PlanAllow	South Jord UT	Toll-Free CL	3	---	---	---
3/26	1:06P	801-968-4901	Peak	PlanAllow	Sandy UT	Keams UT	1	---	---	---
3/26	1:08P	801-897-5723	Peak	PlanAllow	South Jord UT	Salt Lake UT	5	---	---	---
3/26	1:13P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	1:15P	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	2	---	---	---
3/26	1:17P	800-893-8871	Peak	PlanAllow	Sandy UT	Toll-Free CL	1	---	---	---
3/26	1:18P	800-893-8871	Peak	PlanAllow	Sandy UT	Toll-Free CL	4	---	---	---
3/26	1:22P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	1:28P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	1:29P	000-000-0086	Peak	PlanAllow,CallVM	South Jord UT	Voice Mail CL	2	---	---	---
3/26	2:11P	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/26	2:40P	801-253-6491	Peak	PlanAllow	South Jord UT	Riverton UT	1	---	---	---
3/26	2:52P	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
3/26	2:53P	801-220-0849	Peak	PlanAllow	Murray UT	Salt Lake UT	3	---	---	---
3/26	3:02P	801-428-0532	Peak	PlanAllow	Salt Lake UT	Salt Lake UT	15	---	---	---

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~~CONFIDENTIAL~~

**Past Due**

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### Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
3/26	3:27P	801-553-5551	Peak	PlanAllow	Salt Lake UT	Draper UT	1	---	---	---
3/26	3:36P	000-000-0086	Peak	PlanAllow,CallVM	Salt Lake UT	Voice Mail CL	2	---	---	---
3/26	3:38P	801-253-6491	Peak	PlanAllow	Salt Lake UT	Incoming CL	8	---	---	---
3/26	5:56P	801-220-0849	Peak	PlanAllow	South Jord UT	Salt Lake UT	2	---	---	---
3/26	5:58P	303-299-4687	Peak	PlanAllow	South Jord UT	Denver CO	1	---	---	---
3/26	5:59P	800-573-1311	Peak	PlanAllow	South Jord UT	Toll-Free CL	75	---	---	---
3/26	7:17P	000-000-0086	Peak	PlanAllow,CallVM	South Jord UT	Voice Mail CL	3	---	---	---
3/26	7:21P	801-347-0669	Peak	PlanAllow	Sandy UT	Salt Lake UT	2	---	---	---
3/26	7:31P	801-253-6491	Peak	PlanAllow	South Jord UT	Riverton UT	17	---	---	---
3/26	7:59P	Unavailable	Peak	PlanAllow	South Jord UT	Incoming CL	1	---	---	---
3/26	10:25P	702-321-8438	Off-Peak	PromoAllow	South Jord UT	Las Vegas NV	6	---	---	---
3/27	11:40A	801-897-5723	Peak	PlanAllow	South Jord UT	Incoming CL	2	---	---	---
3/27	11:43A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/27	11:50A	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	5	---	---	---
3/27	11:55A	801-220-0849	Peak	PlanAllow	Bluffdale UT	Salt Lake UT	2	---	---	---
3/27	11:58A	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	3	---	---	---
3/27	2:35P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/27	2:35P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	2	---	---	---
3/27	3:26P	000-000-0086	Peak	PlanAllow,CallVM	Draper UT	Voice Mail CL	2	---	---	---
3/27	6:04P	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	1	---	---	---
3/27	9:38P	000-000-0086	Off-Peak	PromoAllow,CallVM	South Jord UT	Voice Mail CL	1	---	---	---
3/27	10:46P	000-000-0086	Off-Peak	PromoAllow,CallVM	South Jord UT	Voice Mail CL	1	---	---	---
3/27	10:47P	702-321-8438	Off-Peak	PromoAllow	South Jord UT	Las Vegas NV	1	---	---	---
3/27	10:48P	702-321-8438	Off-Peak	PromoAllow	Sandy UT	Incoming CL	47	---	---	---
3/27	11:41P	702-321-8438	Off-Peak	PromoAllow	South Jord UT	Las Vegas NV	7	---	---	---
3/28	10:38A	801-897-5723	Peak	PlanAllow	South Jord UT	Salt Lake UT	3	---	---	---
3/28	11:36A	801-968-4901	Peak	PlanAllow	South Jord UT	Kearns UT	2	---	---	---
3/28	11:49A	801-553-5551	Peak	PlanAllow	Midvale UT	Draper UT	1	---	---	---
3/28	1:54P	000-000-0086	Peak	PlanAllow,CallVM	Salt Lake UT	Voice Mail CL	1	---	---	---
3/28	1:55P	801-897-5723	Peak	PlanAllow	Salt Lake UT	Salt Lake UT	5	---	---	---
3/28	1:59P	801-558-9918	Peak	PlanAllow,CallWait	Salt Lake UT	Incoming CL	2	---	---	---
3/28	2:01P	801-473-9249	Peak	PlanAllow	Murray UT	Provo UT	2	---	---	---
3/28	2:02P	000-000-0086	Peak	PlanAllow,CallVM	Midvale UT	Voice Mail CL	2	---	---	---
3/28	2:04P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/28	2:09P	801-553-5551	Peak	PlanAllow	Sandy UT	Incoming CL	5	---	---	---
3/28	2:32P	801-766-5579	Peak	PlanAllow	South Jord UT	Lehi UT	2	---	---	---
3/28	4:51P	000-000-0086	Peak	PlanAllow,CallVM	Sandy UT	Voice Mail CL	1	---	---	---
3/28	7:03P	801-553-5551	Peak	PlanAllow	South Jord UT	Incoming CL	1	---	---	---
3/28	10:47P	801-633-2304	Off-Peak	IN Allow	South Jord UT	Incoming CL	1	---	---	---
3/28	10:50P	702-321-8438	Off-Peak	PromoAllow	South Jord UT	Las Vegas NV	1	---	---	---
3/29	9:44A	801-347-0669	Peak	PlanAllow	Sandy UT	Incoming CL	4	---	---	---
3/29	9:47A	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/29	9:48A	801-633-2304	Peak	IN Allow	Sandy UT	Salt Lake UT	2	---	---	---
3/29	9:50A	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/29	9:51A	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---

Invoice Number      Account Number      Date Due      Page  
~~801-493-9934~~      ~~801-493-9934~~      04/17/07      36 of 38

Detail for Jenny Lewis: 801-633-2899

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
3/19	2:20P	801-493-9934	Peak	PlanAllow	Riverton UT	Salt Lake UT	1	---	---	---
3/19	2:20P	801-493-9934	Peak	PlanAllow,CallWait	Riverton UT	Incoming CL	2	---	---	---
3/19	4:06P	000-000-0086	Peak	PlanAllow,CallVM	Sandy UT	Voice Mail CL	2	---	---	---
3/19	4:13P	801-553-5551	Peak	PlanAllow	Riverton UT	Draper UT	8	---	---	---
3/19	4:20P	801-493-9934	Peak	PlanAllow	Draper UT	Incoming CL	2	---	---	---
3/19	5:29P	714-656-7939	Peak	PlanAllow	South Jord UT	Huntingh CA	2	---	---	---
3/19	5:31P	714-330-9814	Peak	PlanAllow	Sandy UT	Huntingh CA	9	---	---	---
3/19	6:41P	000-000-0086	Peak	PlanAllow,CallVM	Sandy UT	Voice Mail CL	1	---	---	---
3/19	6:43P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/19	6:43P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/19	6:47P	801-553-5551	Peak	PlanAllow	West Jord UT	Draper UT	1	---	---	---
3/19	6:47P	801-553-5100	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/19	8:33P	801-446-5227	Peak	PlanAllow	South Jord UT	Incoming CL	27	---	---	---
3/19	9:01P	801-491-5457	Off-Peak	PromoAllow	South Jord UT	Springvl UT	3	---	---	---
3/19	9:04P	801-633-2304	Off-Peak	IN Allow	South Jord UT	Salt Lake UT	13	---	---	---
3/19	9:17P	801-633-2304	Off-Peak	IN Allow	South Jord UT	Salt Lake UT	3	---	---	---
3/20	9:12A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	4	---	---	---
3/20	9:15A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/20	9:51A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/20	10:58A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/20	11:11A	801-473-9249	Peak	PlanAllow	South Jord UT	Provo UT	2	---	---	---
3/20	11:28A	000-000-0086	Peak	PlanAllow,CallVM	South Jord UT	Voice Mail CL	2	---	---	---
3/20	11:31A	801-553-5551	Peak	PlanAllow	South Jord UT	Draper UT	1	---	---	---
3/20	12:59P	801-253-6491	Peak	PlanAllow	South Jord UT	Riverton UT	2	---	---	---
3/20	1:09P	000-000-0086	Peak	PlanAllow,CallVM	South Jord UT	Voice Mail CL	1	---	---	---
3/20	1:26P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	2	---	---	---
3/20	1:35P	801-491-5457	Peak	PlanAllow	Sandy UT	Springvl UT	7	---	---	---
3/20	1:55P	801-253-6491	Peak	PlanAllow	Sandy UT	Riverton UT	3	---	---	---
3/20	1:59P	801-633-2311	Peak	IN Allow	Sandy UT	Incoming CL	4	---	---	---
3/20	3:01P	801-553-5551	Peak	PlanAllow	Sandy UT	Draper UT	1	---	---	---
3/20	3:18P	801-968-4801	Peak	PlanAllow	Draper UT	Kearns UT	11	---	---	---
3/20	3:35P	801-556-1438	Peak	PlanAllow	Draper UT	Salt Lake UT	2	---	---	---
3/20	3:41P	801-633-2304	Peak	IN Allow	Herriman UT	Salt Lake UT	6	---	---	---
3/20	5:37P	000-000-0086	Peak	PlanAllow,CallVM	Sandy UT	Voice Mail CL	2	---	---	---
3/20	5:38P	801-897-5723	Peak	PlanAllow	Sandy UT	Salt Lake UT	1	---	---	---
3/20	8:13P	800-423-8894	Peak	PlanAllow	South Jord UT	Toll-Free CL	1	---	---	---
3/20	8:25P	801-633-2304	Peak	IN Allow	Sandy UT	Salt Lake UT	2	---	---	---
3/20	8:40P	801-633-2304	Peak	IN Allow	South Jord UT	Salt Lake UT	3	---	---	---
3/20	8:54P	801-633-2304	Peak	IN Allow	South Jord UT	Incoming CL	3	---	---	---
3/20	9:43P	801-633-2304	Off-Peak	IN Allow	South Jord UT	Salt Lake UT	5	---	---	---
3/20	9:50P	801-352-7140	Off-Peak	PromoAllow	South Jord UT	Incoming CL	1	---	---	---
3/20	10:03P	000-000-0086	Off-Peak	PromoAllow,CallVM	South Jord UT	Voice Mail CL	3	---	---	---
3/20	10:18P	800-968-7700	Off-Peak	PromoAllow	South Jord UT	Toll-Free CL	6	---	---	---
3/21	9:04A	800-423-8894	Peak	PlanAllow	South Jord UT	Toll-Free CL	45	---	---	---
3/21	10:21A	801-553-5551	Peak	PlanAllow	Sandy UT	Incoming CL	1	---	---	---